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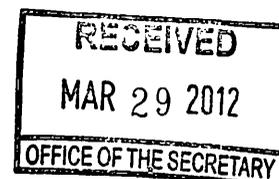
School of Law

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March 28, 2012



Re: Class Action Waivers and Other Restrictions in Customer Agreements

Dear Ms. Murphy,

I submit this Comment Letter in my capacity as Chairman of the Securities Industry Conference on Arbitration ("SICA"), which has authorized me to write this letter in support of FINRA's recent complaint against Charles Schwab & Company charging the firm with violating FINRA rules by requiring its customers to waive their rights to bring class actions against the firm and further restricting arbitrators of the power to join claims in arbitration.

Founded in 1977, SICA is a broad-based, open forum for interested constituents to discuss current issues in securities arbitration and mediation, to monitor SRO securities arbitration and mediation programs, to provide independent feedback and to make recommendations for changes to SRO rules, regulations, policies, procedures and operation of their dispute resolution forums. SICA is composed of representatives of FINRA and other SROs with arbitration programs,¹ three members of the public and a representative from the North American Securities Administrators Association. In addition, members of the staff of the Securities and Exchange Commission, the Commodity Futures Trading Commission, the American Arbitration Association, a representative of the law schools with securities arbitration clinics, and the former Public Members are invited to attend SICA meetings.

Since its creation, SICA has documented its activities in fourteen widely circulated reports, the last of which (the Fourteenth Report in 2009) is enclosed with this letter and made a part thereof. This report is also available at:

<http://www.finra.org/web/groups/arbitrationmediation/@arbmed/@neutr/documents/arbmed/p120019.pdf>

¹ The five SROs that are currently members of SICA are the Boston Options Exchange Regulation ("BOXR") (a subsidiary of NASDAQ OMX BX), Chicago Board Options Exchange ("CBOE"), the Chicago Stock Exchange ("CHX"), FINRA (formerly known as NASD) and the National Stock Exchange ("NSX").

At its latest meeting on March 6, 2012, SICA discussed the aforementioned FINRA complaint and passed a resolution² strongly opposing efforts by FINRA registered firms to require their customers or associated persons to waive either their right to bring class action claims or to otherwise restrict their right to have their controversies heard in FINRA arbitration, pursuant to FINRA's arbitration rules.

I remain,

Very truly yours,



Constantine N. Katsoris, Chairman
Securities Industry Conference on
Arbitration

Elizabeth M. Murphy, Secretary
Securities and Exchange Commission
100 F Street, NE
Washington, DC 20549-0609
(Enclosures)
Submitted in Triplicate

² BOXR, CBOE, CHX, FINRA and NSX abstained from voting on the resolution and abstain from participation in this Comment Letter.